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**ROLE DESCRIPTION**

**Role Title**

Hearing Loss Service Support Volunteer

**Role Purpose**

To provide support for people with hearing loss. There is currently a Kendal-based Hearing Loss Service Support Volunteer and the role will involve working closely as a team with this other person. As a part of the development of this service, we would like to extend it to other areas of South Lakeland, to attending our own events and other venues where we are invited to attend.

**Tasks and Responsibilities**

To offer the following services at events:

* To provide information and advice about hearing loss
* To have demonstration equipment available for clients to look at
* To refer clients to other organizations where appropriate
* To supply batteries for NHS hearing aids.
* Possibly clean and re-tube hearing aids.

It is intended that the 2 Hearing Loss Service Support Volunteers will support each other in their respective roles and closely liaise in order to offer the best possible service to clients with hearing loss, as well as working on developing new services to offer to clients.

**Skills & Experience Required**

Some experience of hearing loss would be useful, either personal or through a relative or friend, but not essential. Computer skills are required as information is recorded electronically.

Willingness to comply with the policies and procedures of Age UK South Lakeland, including Health & Safety, Confidentiality, Equality & Diversity.

**Time Commitment**

By prior arrangement, but usually one half day per week

**Training Requirements**

Full training will be provided for this role and will include:

* Volunteer Induction Course
* Health and Safety Awareness
* Safeguarding Vulnerable Adults
* Specific training will be given by Age UK South Lakeland and the audiology department at the Westmoreland General Hospital

**Responsible to**

Volunteering and Community Activities Manager

Support in Volunteering issues will be provided by the Volunteer Support Officer

**Other Support**

* Use of a car and a full, clean driving licence will be a requirement of the role. Volunteers are responsible for ensuring that their vehicle insurance policy covers “Business Use” and the mileage rate paid is intended to cover any extra cost.
* Travel expenses on public transport will be fully reimbursed, as well as any necessary car parking expenses incurred
* There will be opportunities to meet with other Age UK South Lakeland volunteers at volunteering events and you will be kept informed about volunteer opportunities available within Age UK South Lakeland
* Whilst volunteering for Age UK South Lakeland, you will be covered by our Public Liability insurance.

**Exceptional Circumstances**

In exceptional circumstances we may reimburse the cost of a taxi. However this must be approved in advance by your line Manager & in consultation with the Volunteering and Community Activities Manager.

**Information Security**

*“As a Volunteer with Age UK South Lakeland you may see or hear personal information relating to people who use Age UK South Lakeland services, as well as fellow volunteers and employees. You may also see or hear confidential information about Age UK South Lakeland itself. We have policies and procedures that volunteers must follow relating to information security, confidentiality, records management and the handling of personal data which enable us to meet our data protection obligations.*

*Advice on how to respond to a request for information you believe is confidential or sensitive from people or organisations outside Age UK South Lakeland must be sought from your line manager. It is also important that you are familiar with the support network open to you within the organisation should you need to discuss any information you have been given.*

*If you do not follow the organisation’s rules regarding the control of relevant information (Information Governance) we may consider that you have not met our expectations of you as a volunteer, which may lead to your opportunity to volunteer being withdrawn.”*